3/25/2005 MODPBS2006 - historical trend External 1

Performance Budget Structure and Budget Comparison Listing

Program 312		Water Supply and Distribution
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Managed by Craig, James

Program Outcome Statement

Supply the community with safe and reliable sources of water at competitive prices funded through user fees, by:

- -Managing water resources in a cost effective manner through utilization of conservation programs, reclaimed water, City owned wells and the purchase of potable water,
- -Managing the construction, operation and maintenance of the distribution system to ensure reliable delivery of water that meets all quality and health standards, and
- -Providing administrative and support services to promote customer satisfaction and confidence.

So that:

<u>Notes</u>

1. Three years of data for program outcome measure "The number of hours customers..." are not available. Goal is based on two year average.

Submitted by:	Date:	
Dept. Director Approval:	Date:	

Program 312 - Water Supply and Distribution

<u>Progr</u>	ram Outcome Measures	Weight	2001/2002 Planned	2001/2002 Achieved	2002/2003 Planned	2002/2003 Achieved	2003/2004 Planned	2003/2004 Achieved
1.	City water rates, weighted by user category, are five percent less than the Bay Area average as determined by Bay Area Water Users Association surveys. - Percent	4	5.00%	41.13%	5.00%	43.27%	5.00%	32.40%
2.	The number of hours customers are without water service is at the previous three year average.	•	3.0070	41.1370	3.00%	43.2770	3.0070	32.4070
	- Number	4	0.00	144.00	144.00	40.00	92.00	6.00
	- Average	4	0.00	0.00	0.00	0.00	92.00	23.67
3.	The Water Program is in compliance with all health and water quality regulatory agencies 100% of the time. - Percent	5	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
4.	Average total potable water usage is 5% below the 1987 baseline during periods of drought and no higher than baseline at all other times.							
	 Percent below baseline during non-drought years 	3	5.00%	40.20%	5.00%	42.00%	100.00%	130.51%
	- Percent below baseline during drought years	3	15.00%	0.00%	15.00%	0.00%	5.00%	0.00%
5.	A customer satisfaction rating of 80% for Water Supply and Distribution is achieved. - Rating	3	90.00%	88.00%	90.00%	95.00%	80.00%	85.00%
7.	The Budget/Cost Ratio (planned cost divided by actual cost) is at 1.0.							
	- Ratio	4	1.00	1.04	1.00	1.05	1.00	0.97
8.	85% of the annual identified recycled water users are connected to the recycled water system. - Percent Connected	1	85.00%	141.00%	85.00%	142.52%	85.00%	104.90%
9.	City water rates, weighted by user category, are five percent less than the local average. - Percent	4	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

 $MODPBS 2006 \hbox{ -- historical trend}$

Program 312 - Water Supply and Distribution

Service Delivery Plan 31201 - Managing Water Resources

Managed by Craig, James

Manage appropriate, dependable and cost effective sources of water to meet customer needs, by:

- -Optimizing the purchase of potable water to meet demand and maximize savings while meeting contractual obligations,
- -Using City wells to manage peak demand periods and maintain system pressure,
- -Maximizing the use of recycled water, and
- -Utilizing conservation programs to manage customer demand, so that:

<u>Notes</u>

 $MODPBS2006 - historical \ trend$

External 1

Program 312 - Water Supply and Distribution

SD	P Outcome Measures	2001/2002 Planned	2001/2002 Achieved	2002/2003 Planned	2002/2003 Achieved	2003/2004 Planned	2003/2004 Achieved
1.	During years when non-contract pricing is available, the average acre foot cost of Santa Clara Valley Water District purchased water is at 95% of contract pricing. - Percent	95.00%	79.77%	95.00%	97.90%	95.00%	99.61%
2.	Contracts for water supply meet projected commitments for three years into the future 100% of the time. - Percent	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
3.	Water distribution system pressure is maintained between 40-105 psi 90% of the time Percent	95.00%	100.00%	95.00%	98.00%	85.00%	97.80%
4.	85% of the annual identified recycled water users are connected to the recycled water system. - Percent connected	85.00%	141.00%	85.00%	142.52%	85.00%	104.90%
5.	Average total potable water usage is 5% below the 1987 baseline during periods of drought and no higher than baseline at all other times. - Percent below baseline during non-drought years	5.00%	40.20%	5.00%	42.00%	100.00%	130.51%
6.	- Percent below baseline during drought years Average multi-family potable water usage is 5% below the 1987 baseline during periods of drought and no higher than baseline at all other times.	15.00%	0.00%	15.00%	0.00%	5.00%	0.00%
	Percent below baseline during non-drought years Percent below baseline during drought years	15.00% 5.00%	40.20% 0.00%	15.00% 5.00%	0.00% 0.00%	100.00% 5.00%	0.00% 0.00%

Program 312 - Water Supply and Distribution

	2001/2002	2001/2002	2002/2003	2002/2003	2003/2004	2003/2004
	Planned	Actual	Planned	Actual	Planned -	Actual
Activity 312100, 312101, 312102, 312103 - San F.	rancisco Water Dept (He	etch-Hetchy)				
Product: An Acre Foot of Water		•				
Costs:	4,708,326.42	4,576,447.20	5,002,524.58	4,561,067.70	5,328,197.11	5,743,702.80
Products:	11,541.00	10,852.24	11,300.00	10,156.00	11,300.00	10,734.00
Hours:	117.00	10.00	38.00	12.00	50.00	11.00
Product Cost:	407.97	421.71	442.70	449.10	471.52	535.09
Products/Hour:	98.64	1,085.22	297.37	846.33	226.00	975.82
Cost/Hour:	40,242.11	457,644.72	131,645.38	380,088.98	106,563.94	522,154.80
Activity 312110, 312111, 312112, 312113 - Santa	Clara Valley Water Dist	rict (SCVWD)				
Product: An Acre Foot of Water	-					
Costs:	4,858,729.45	4,743,887.96	4,872,763.18	5,106,239.59	4,948,009.12	5,294,816.41
Products:	11,500.00	11,626.05	12,000.00	12,357.00	12,000.00	11,555.00
Hours:	116.00	11.00	38.00	12.00	50.00	11.00
Product Cost:	422.50	408.04	406.06	413.23	412.33	458.23
Products/Hour:	99.14	1,056.91	315.79	1,029.75	240.00	1,050.45
Cost/Hour:	41,885.60	431,262.54	128,230.61	425,519.97	98,960.18	481,346.95
Activity 312120, 312121, 312122 - City Wells						
Product: An Acre Foot of Water						
Costs:	863,799.45	502,236.98	863,807.95	647,094.64	878,764.04	667,190.02
Products:	2,000.00	1,223.53	2,000.00	1,480.00	2,000.00	1,425.00
Hours:	48.00	10.00	50.00	10.00	50.00	11.00
Product Cost:	431.90	410.48	431.90	437.23	439.38	468.20
Products/Hour:	41.67	122.35	40.00	148.00	40.00	129.55
Cost/Hour:	17,995.82	50,223.70	17,276.16	64,709.46	17,575.28	60,653.64

Program 312 - Water Supply and Distribution

	2001/2002 Planned	2001/2002 Actual	2002/2003 Planned	2002/2003 Actual	2003/2004 Planned	2003/2004 Actual
		Actual		Actual		Actual
Activity 312130, 312131, 312132, 312133 - Recycled Product: An Acre Foot of Water	l Water Distribution					
Costs:	15,044.58	95,578.09	2,335.76	118,784.16	2,493.90	59,399.00
Products:	1,612.00	1,209.00	1,200.00	1,669.00	1,300.00	1,611.00
Hours:	256.00	1,450.00	50.00	1,441.50	50.00	21.00
Product Cost:	9.33	79.06	1.95	71.17	1.92	36.87
Products/Hour:	6.30	0.83	24.00	1.16	26.00	76.71
Cost/Hour:	58.77	65.92	46.72	82.40	49.88	2,828.52
Activity 312140, 312141, 312142 - SCADA System 6	Operations					
Product: Work Hours	•					
Costs:	103,056.53	144,839.33	76,138.33	190,708.23	78,576.23	248,347.23
Products:	2,440.00	3,031.60	1,557.00	4,483.10	1,557.00	5,080.40
Hours:	2,440.00	3,031.60	1,557.00	4,483.10	1,557.00	5,080.40
Product Cost:	42.24	47.78	48.90	42.54	50.47	48.88
Products/Hour:	1.00	1.00	1.00	1.00	1.00	1.00
Cost/Hour:	42.24	47.78	48.90	42.54	50.47	48.88
Activity 312150, 312151, 312152, 312153, 312154, 3	312155, 312156, 312157,	, 312158, 312159 - Deman	d Management			
Product: Work Hours						
Costs:	106,393.74	57,993.10	141,168.46	44,370.92	48,056.01	61,639.95
Products:	412.00	1,193.00	2,717.00	968.00	917.00	1,075.00
Hours:	412.00	1,193.00	2,717.00	968.00	917.00	1,075.00
Product Cost:	258.24	48.61	51.96	45.84	52.41	57.34
Products/Hour:	1.00	1.00	1.00	1.00	1.00	1.00
Cost/Hour:	258.24	48.61	51.96	45.84	52.41	57.34

Program 312 - Water Supply and Distribution

	2001/2002	2001/2002	2002/2003	2002/2003	2003/2004	2003/2004
	Planned	Actual	Planned	Actual	Planned	Actual
Activity 312160 - Administration - Managing	Water Resources					
Product: Work Hours						
Costs:	139,301.59	254,233.40	238,000.46	191,114.31	222,632.36	244,812.59
Products:	680.00	1,398.25	1,177.00	612.50	1,120.00	1,701.25
Hours:	680.00	1,398.25	1,177.00	612.50	1,120.00	1,701.25
Product Cost:	204.86	181.82	202.21	312.02	198.78	143.90
Products/Hour:	1.00	1.00	1.00	1.00	1.00	1.00
Cost/Hour:	204.86	181.82	202.21	312.02	198.78	143.90
Totals for Service Delivery Plan 31201 - Man	aging Water Resources					
Costs:	10,794,651.76	10,375,216.06	11,196,738.72	10,859,379.55	11,506,728.77	12,319,908.00
Products:	30,185.00	30,533.67	31,951.00	31,725.60	30,194.00	33,181.65
Hours:	4,069.00	7,103.85	5,627.00	7,539.10	3,794.00	7,910.65

MODPBS2006 - historical trend

External 1

Program 312 - Water Supply and Distribution

Service Delivery Plan 31202 - Managing Water Distribution and Quality

Managed by Craig, James

Deliver a safe, reliable and aesthetically acceptable supply of water to customers, by:

- -Responding to water system emergencies in a timely manner,
- -Performing preventive maintenance as scheduled,
- -Protecting water supply quality through cross connection control,
- -Monitoring water quality, and
- -Planning infrastructure replacement and improvements, so that:

Notes

1. SDP outcome measure "The number of hours customers..." is based on two year average.

Program 312 - Water Supply and Distribution

SD	P Outcome Measures	2001/2002 Planned	2001/2002 Achieved	2002/2003 Planned	2002/2003 Achieved	2003/2004 Planned	2003/2004 Achieved
1.	The number of hours customers are without water service is at						
	the previous three year average.						
	- Number	0.00	144.00	144.00	40.00	92.00	6.00
	- Average	0.00	0.00	0.00	0.00	92.00	23.67
2.	Water service is restored within 24 hours on emergency repairs						
	90% of the time and within 48 hours for all other repairs.						
	- Percent of Emergency Repairs	90.00%	100.00%	90.00%	97.00%	90.00%	100.00%
	- Percent of All Other Repairs	90.00%	100.00%	90.00%	100.00%	90.00%	100.00%
3.	Scheduled maintenance is conducted as planned 90% of the						
	time.						
	- Percent	90.00%	140.14%	90.00%	70.49%	90.00%	51.50%
4.	Backflow detector checks are conducted as scheduled 90% of						
	the time.						
	- Percent	90.00%	109.00%	90.00%	439.67%	90.00%	96.00%
5.	The Water Program is in compliance with all health and water						
	quality regulatory agencies 100% of the time.						
	- Percent	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
6.	Water system infrastructure projects are completed as planned						
	80% of the time.						
	- Percent	90.00%	100.00%	90.00%	100.00%	80.00%	100.00%

Performance Budget Structure and Budget Comparison Listing

Program 312 - Water Supply and Distribution

	2001/2002 Planned	2001/2002 Actual	2002/2003 Planned	2002/2003 Actual	2003/2004 Planned	2003/2004 Actual
Activity 312200, 312201, 312202, 312203, 3122	204, 312206, 312207, 312208,	, 312209, 312791, 312792,	312794, 312795, 312796, 3	12797, 312798,		
312799, 312800 - Preventive Maintenance Product: A Preventive Mainte	nonce Activity Completed					
Costs:	330,878.12	237,726.30	325,772.38	276,766.97	273,672.13	464,625.21
Products:	7.413.00	10,389.00	12.291.00	8,665.00	12.171.00	7.990.00
Hours:	5,197.00	6,444.50	5,102.00	7,198.50	4,945.00	10,011.80
Hours.	3,197.00	0,444.30	3,102.00	7,196.30	4,943.00	10,011.60
Product Cost:	44.63	22.88	26.50	31.94	22.49	58.15
Products/Hour:	1.43	1.61	2.41	1.20	2.46	0.80
Cost/Hour:	63.67	36.89	63.85	38.45	55.34	46.41
312787, 312788, 312789, 312790, 312793, 3128 Product: A Corrective Repair Costs: Products: Hours: Product Cost: Products/Hour: Cost/Hour:	· •	530,443.29 6,869.00 11,461.60 77.22 0.60 46.28	691,632.71 11,201.00 12,975.00 61.75 0.86 53.31	833,222.44 36,454.00 15,417.60 22.86 2.36 54.04	731,438.63 11,201.00 12,975.00 65.30 0.86 56.37	629,421.22 4,912.00 10,289.50 128.14 0.48 61.17
Activity 312220, 312221, 312222, 312223, 3122 Product: A New Service Insta		, 312229 - New Services				
Costs:	304,444.26	122,865.25	180,848.44	134,447.20	188,311.41	86,039.99
Products:	2,281.00	875.00	320.00	851.00	320.00	480.00
Hours:	4,875.00	2,284.50	2,095.00	2,499.50	2,095.00	1,660.50
Product Cost:	133.47	140.42	565.15	157.99	588.47	179.25
Products/Hour:	0.47	0.38	0.15	0.34	0.15	0.29
Cost/Hour:	62.45	53.78	86.32	53.79	89.89	51.82
	52.43	33.70	00.32	33.77	07.07	31.02

Program 312 - Water Supply and Distribution

95,692.39 3,063.00 2,555.00
3,063.00
3,063.00
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3,063.00
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1.20
37.45
14,426.70
23,091.00
3,119.70
9.29
7.40
68.73
6,130.18
80.50
80.50
76.15
1.00
76.15
23,

Program 312 - Water Supply and Distribution

	2001/2002 Planned	2001/2002 Actual	2002/2003 Planned	2002/2003 Actual	2003/2004 Planned	2003/2004 Actual
Activity 312260, 312261 - Administration - Wa	ter Distribution System					
Product: Work Hours						
Costs:	731,023.35	864,747.90	659,415.19	432,314.86	537,326.08	374,448.31
Products:	6,044.00	10,287.05	2,150.00	1,643.40	1,132.00	1,564.75
Hours:	6,044.00	10,287.05	2,150.00	1,643.40	1,132.00	1,564.75
Product Cost:	120.95	84.06	306.70	263.06	474.67	239.30
Products/Hour:	1.00	1.00	1.00	1.00	1.00	1.00
Cost/Hour:	120.95	84.06	306.70	263.06	474.67	239.30
Totals for Service Delivery Plan 31202 - Mana	ging Water Distribution a	nd Quality				
Costs:	2,293,406.48	2,071,897.82	2,271,429.73	2,021,544.29	2,085,554.23	1,870,784.00
Products:	53,357.00	56,093.15	53,140.00	74,451.40	50,202.00	41,181.25
Hours:	32,468.00	37,121.25	29,755.00	32,909.20	26,780.00	29,281.75

Program 312 - Water Supply and Distribution

Service Delivery Plan 31203 - Managing Administration and Support Services

Managed by Craig, James

Support the operation of the Water Supply and Distribution Program, by:

- -Responding to customer services requests, and
- -Testing, repairing and replacing water meters, so that:

<u>Notes</u>

Program 312 - Water Supply and Distribution

Service Delivery Plan 31203 - Managing Administration and Support Services

SDP Outcome Measures	2001/2002 Planned	2001/2002 Achieved	2002/2003 Planned	2002/2003 Achieved	2003/2004 Planned	2003/2004 Achieved
 A customer satisfaction rating of 80% for Water Supply and Distribution is achieved. Rating 	90.00%	88.00%	90.00%	95.00%	80.00%	85.00%
2. The number of water supply and distribution complaints per 1,000 services is at the previous three year average.						
- Number	0.00	2.75	2.75	2.91	2.83	9.09
- Average	0.00	0.00	0.00	0.00	0.00	8.11
 City water rates, weighted by user category, are five percent less than the Bay Area average as determined by Bay Area Water Users Association surveys. - Percent 	5.00%	41.13%	5.00%	43.27%	5.00%	32.40%
4. City water rates, weighted by user category, are five percent less than the local average.						
- Percent	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

Program 312 - Water Supply and Distribution

Service Delivery Plan 31203 - Managing Administration and Support Services

	2001/2002 Planned	2001/2002 Actual	2002/2003 Planned	2002/2003 Actual	2003/2004 Planned	2003/2004 Actual
Activity 312300, 312301, 312302, 312305,	312306, 312307 - Customer Serv	rices				
Product: A Customer Rec	quest Completed					
Costs:	128,471.57	150,785.85	139,934.12	150,690.67	148,840.26	148,980.20
Products:	1,650.00	1,934.00	2,050.00	3,289.00	2,050.00	2,480.00
Hours:	3,133.00	3,494.90	3,250.00	3,398.00	3,250.00	3,243.50
Product Cost:	77.86	77.97	68.26	45.82	72.61	60.07
Products/Hour:	0.53	0.55	0.63	0.97	0.63	0.76
Cost/Hour:	41.01	43.14	43.06	44.35	45.80	45.93
Activity 312310, 312311, 312312, 312313,	312315, 312316, 312317, 312318.	. 312319, 312771 - Water V	Usage Measurement			
Product: A Meter Service		,	8			
Costs:	316,459.13	287,004.36	416,192.07	294,869.25	440,384.19	207,202.22
Products:	3,355.00	2,603.00	5,910.00	2,729.00	5,910.00	2,035.00
Hours:	5,278.00	5,040.70	8,000.00	3,409.30	8,000.00	2,147.50
Product Cost:	94.32	110.26	70.42	108.05	74.52	101.82
Products/Hour:	0.64	0.52	0.74	0.80	0.74	0.95
Cost/Hour:	59.96	56.94	52.02	86.49	55.05	96.49
Activity 312340, 312341, 312342, 312343,	312344, 312345, 312346 - Admin	nistration				
Product: Work Hours						
Costs:	38,434.00	267,079.41	643,387.53	641,997.99	677,532.39	721,248.53
Products:	0.00	4,557.50	14,441.00	12,704.80	14,311.00	14,493.10
Hours:	0.00	4,557.50	14,441.00	12,704.80	14,311.00	14,493.10
Product Cost:	0.00	58.60	44.55	50.53	47.34	49.76
Products/Hour:	0.00	1.00	1.00	1.00	1.00	1.00
Cost/Hour:	0.00	58.60	44.55	50.53	47.34	49.76

MODPBS2006 - historical trend

External 1

Program 312 - Water Supply and Distribution

Service Delivery Plan 31203 - Managing Administration and Support Services

	2001/2002 Planned	2001/2002 Actual	2002/2003 Planned	2002/2003 Actual	2003/2004 Planned	2003/2004 Actual
Activity 312320 - Training						
Product: A Work Hour						
Costs:	0.00	0.00	0.00	0.00	0.00	0.00
Products:	0.00	0.00	0.00	0.00	0.00	0.00
Hours:	0.00	0.00	0.00	0.00	0.00	0.00
Product Cost:	0.00	0.00	0.00	0.00	0.00	0.00
Products/Hour:	0.00	0.00	0.00	0.00	0.00	0.00
Cost/Hour:	0.00	0.00	0.00	0.00	0.00	0.00
Totals for Service Delivery Plan 31203 - Manag	ing Administration and S	upport Services				
Costs:	483,364.70	704,869.62	1,199,513.72	1,087,557.91	1,266,756.84	1,077,430.95
Products:	5,005.00	9,094.50	22,401.00	18,722.80	22,271.00	19,008.10
Hours:	8,411.00	13,093.10	25,691.00	19,512.10	25,561.00	19,884.10

Program 312 - Water Supply and Distribution

Service Delivery Plan 31298 - Allocated

Managed by Craig, James

<u>Notes</u>

Program 312 - Water Supply and Distribution

Service Delivery Plan 31298 - Allocated

Program 312 - Water Supply and Distribution

Service Delivery Plan 31298 - Allocated

	2001/2002 Planned	2001/2002 Actual	2002/2003 Planned	2002/2003 Actual	2003/2004 Planned	2003/2004 Actual
Activity 312980 - Program-Wide Allocation						
Product: An Allocation						
Costs:	0.00	0.00	0.00	0.00	0.00	0.00
Products:	0.00	0.00	0.00	0.00	0.00	0.00
Hours:	0.00	0.00	0.00	0.00	0.00	0.00
Product Cost:	0.00	0.00	0.00	0.00	0.00	0.00
Products/Hour:	0.00	0.00	0.00	0.00	0.00	0.00
Cost/Hour:	0.00	0.00	0.00	0.00	0.00	0.00
Totals for Service Delivery Plan 31298 - Allocated						
Costs:	0.00	0.00	0.00	0.00	0.00	0.00
Products:	0.00	0.00	0.00	0.00	0.00	0.00
Hours:	0.00	0.00	0.00	0.00	0.00	0.00
Totals for Program 312						
Costs:	13,571,422.94	13,151,983.50	14,667,682.17	13,968,481.75	14,859,039.84	15,268,122.95
Products:	88,547.00	95,721.32	107,492.00	124,899.80	102,667.00	93,371.00
Hours:	44,948.00	57,318.20	61,073.00	59,960.40	56,135.00	57,076.50